IN THE SPECIFICATION:

Please replace the paragraph beginning on page 12, line 27 and ending on page 13, line 6, with the following amended paragraph:

Turning to the operation of the invention according to a preferred embodiment, reference is made to Figure 2. <u>Step S200 is a start step.</u> As shown in Figure 2, a consumer who has decided to return a product initially connects to the Web server 110 (step S210), to retrieve and display a Web page, such as for example by inputting the URL of such a Web page into the Web browser of the client computer 100. This action, routine in today's economy, is commonly referred to as "visiting the Webt site" of the manufacturer. The URL may have been provided to the consumer in or on the original packaging of the goods, along with instructions to retrieve <u>the</u> Web page when it is desired to return the product.

Please replace the paragraph beginning on page 14, line 5, and ending on

page 14, line 13, with the following amended paragraph:

Upon submitting the form of Web page 40, the Web server
serves a Web page, such as the Web page 50 of Fig. 5, that
allows the consumer to specify a user identification ("user
ID") and password (by entering that information and clicking
the submit button 51). Once those data are received by the
Web server, the Web server stores them in the database
server 150, and serves the client computer 100 a Web page
confirming the user ID that the consumer specified (step
S222), as illustrated in Fig. 6.

Please replace the paragraph beginning on page 14, line 15, and ending on page 14, line 21, with the following amended paragraph:

Once the user ID has been established by the Web server, the consumer does not have to undertake registration steps S221 and S223 to effect a product return. Rather, on second and subsequent visits, the Web server serves a Web page that provides a form for inputting the already established user ID and password (step S222), such as Web page 70 illustrated in Fig. 7. The consumer enters the information, and clicks the submit button 71.